

## Long Term Care OMBUDSMAN



QUESTION: What is an Ombudsman?

ANSWER: All of the following statements explain the duties of an Ombudsman:

- A trained individual who can help if you have a complaint or problem with any long-term care service.
- A source to provide information about your rights as a consumer, as well as assistance in exercising those rights.
- An advocate for high standards of quality of care who promotes strict enforcement of those standards.
- A promoter of the highest quality of life for care-dependent Pennsylvanians, 60 years of age and older.
- A consumer representative who works within the legislative and rule-making process to improve long-term care services throughout the state.
- A person who assists long-term care consumers in pursuing remedies to their problems.



QUESTION: Who uses the Ombudsman?

ANSWER: **Residents** of nursing and personal care homes and their **friends and families** of people who live in nursing or personal care homes.

**Individuals receiving long-term care** services in their homes and community, **staff members** of long-term care facilities, and various **government agencies** all can use an Ombudsman.



QUESTION: What kinds of issues are handled by an Ombudsman?



ANSWER:

1. Questions about billing and charges, including those covered by Medicare and Medicaid.

2. Concerns about the quality of care or treatment from a long-term care service provider.

3. Appeals regarding transfers, discharges, discontinuance, or changes in services.



Ombudsman services are confidential and free. Call or write to:



Butler County Area Agency on Aging  
111 Sunnyview Circle  
Building 3, Suite 101  
Butler, PA 16001

(724) 282-3008 or toll free (888) 367-2434

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### DO YOU KNOW YOUR RIGHTS?

Older consumers of long-term care services have basic and special rights under federal and state law. Some of these rights are listed below:

- *Right* to know and exercise your Rights
- *Right* to know about services and charges
- *Right* to be consulted in planning your medical treatment
- *Right* to decline medical treatment
- *Right* to confidentiality of medical records
- *Right* to privacy in treatment and care
- *Right* to freedom from abuse, neglect, and exploitation
- *Right* to freedom from restraints
- *Right* to express grievances without fear of retaliation
- *Rights* pertaining to admission, transfers, and discharges, including the *right* to appeal in certain instances

Contact your local Ombudsman for more information about your rights.

*Ombudsman is a program of the Pennsylvania Department of Aging*